

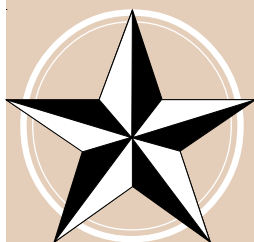
Leadership Link

November 2003

Website: www.ci.lincoln.ne.us/city/person/NMA_L/index.htm

NEBRASKA
LAND
COUNCIL
NEWS

Cosponsored by Leadership Link Chapter of the National Management Association (NMA) seeks 10 people to attend a Certified Manager Program. This is a good opportunity for County and City employees who are interested in promoting their professional growth and career goals to learn more about managerial skills. The workshop prepares individuals to complete the national test and become certified. If you are interested in NMA hosting a workshop, please email your RSVP or questions to Terri Storer (trstorer@ci.lincoln.ne.us) by Wednesday, December 10, 2003.



Leadership Link
Chapter #517
P.O. Box 85224
Lincoln NE
68501-5224
www.nma1.org

13 Things Organizations And Individuals Should Do To Actively Promote Cultural Competence

By Jose J. Soto, JD, Vice President for AA/Equity/Diversity, Southeast Community College Area in Lincoln, NE

The inevitable and rapid changes in the demographics of our communities require that we assess our efforts to understand, embrace and meet the needs of the emerging cultural, racial and ethnic diversity. The extent to which we are willing to promote and support diversity and cultural competence will determine our ability to create and sustain organizations that are inclusive, welcoming, and responsive to other ways of thinking, being and doing. Individuals and organizations that value diversity engage in the following behaviors:

1. *Disseminate Knowledge* - Make it a point to obtain and frequently disseminate knowledge about culture, cultural diversity, cultural competence and the various dimensions of culture to all members of your organization.

2. *Create Awareness* - Ensure that everyone is aware of the various cultural groups that come into contact with and are represented in your organization.

3. *Pay Attention* - Ensure that issues of culture are given attention in the strategic planning process, policy development, program design, and service delivery plans within your organization.

4. *Enhance Understanding* - Take every opportunity to increase the organizational and individual understanding of how the various dimensions of culture impact those communities served by your organization.

5. *Get a Reputation* - Establish a reputation within the community as an organization that is dedicated to promoting cultural competence by respecting, promoting and supporting diversity in all aspects of hiring, promotions, performance evaluations, and work force management.

6. *Encourage Employees* - Encourage and support staff attempts to explore and better understand cultural differences through involvement with the diverse populations within your community.

7. *Get others Involved* - Actively seek and facilitate the involvement of individuals who represent the diverse populations in your community. Their involvement should be meaningful and should extend to the development of policy, program design, and services, as well as serving on boards, advisory teams and task forces within your organization.

8. *Take Action* - Give evidence of your commitment to cultural competence by making hiring decisions that reflect diversity, inclusion, and representation within the core leadership of the organization.

9. *View Diversity as A Bonus* - Convince yourself

Cultural Competence, continued on page 2

January Luncheon Paul Ladehoff

Lincoln Mediation Center,
Conflict Resolution in the Workplace

Tuesday, January 6, 2004

7:30 a.m. to 8:30 a.m.

Spike & Olly's Restaurant

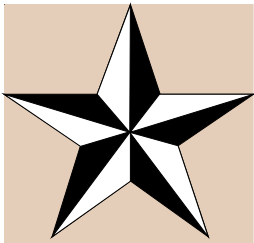
5200 "O" Street

\$6.25 - Breakfast Smorgasbord

RSVP DEADLINE: Friday, January 2

No Show Policy: Any guest who reserves a ticket/seat to attend a luncheon or breakfast meeting, and fails to attend, will be considered a "No Show" and will be invoiced for the price of that meal. Any member who attends and fails to RSVP may be subject to purchasing their meal independently, depending on the head count guaranteed to the facility. This No Show Policy will ensure that Leadership Link isn't overcharged for the number of meals served and consumed by its members.

Address
Label



MARK YOUR CALENDARS:
For the Leadership Link luncheon meeting held on February 3, speaker TBA.

LEADERSHIP LINK EXECUTIVE BOARD

Meetings held the third Thursday of the month

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Leadership Link News

Officer Spotlight

By Karen Eurich, Treasurer

If you could take a famous person to dinner, who would it be and why? Either Jon Bon Jovi or Rick Springfield...I would love to know the 'rock star' side of life from them, and of course, just be able to say I had dinner with them!!

In your free time, what hobbies, interests or passions do you pursue? Playing volleyball, bowling, reading, music, and supporting the UNL Volleyball team!!

Your favorite restaurant(s)? Valentino's.

Why did you join Leadership Link and become an officer? I joined because my boss thought it would be beneficial for me.....as far as becoming an officer, I got talked into it!!

If you could build your dream house anywhere in the world, where would it be and why? A Caribbean island.....sand, sun, and the beach every day of the year, who could ask for more??

What is your horoscope sign and does it fit you? Well, I was actually born on the 'turn' date, October, 23rd, but consider myself a Libra....and most days it fits me to a "T"!! ■



Happy Holidays!

Cultural Competence, continued from page 1

and others within your organization and community that diversity adds value, strength, and capacity to your organization.

10. *Support other Supporters*- Conduct business with other organizations that value diversity, actively promote cultural competence, and are committed to achieving positive results in the areas of multicultural inclusion and representation.

11. *Resolve Conflicts*- Establish, publicize and encourage employees to utilize procedures to resolve cross-cultural conflicts that may arise with increased diversity within the organization

12. *Stand Up!*- Do not hesitate to forcefully and publicly condemn intolerance, unfair treatment, bias, bigotry and discrimination based on differences within your organization and your community.

13. *Lead and teach by example* - Take pride in becoming a role model for youth in the community, and encouraging them to become more culturally competent, to appreciate our differences, and to value diversity. ■

Lead with Cultura

Hispanic/Latino women have a distinct advantage when it comes to competing for and succeeding in leadership positions: Their culture. That is, provided they recognize and harness the gifts their culture has to offer, according to Marisa Rivera-Albert, president of the National Hispana Leadership Institute (NHLI), an organization dedicated to the education and leadership development of Hispanic/Latino women.

Through her instruction, Rivera-Albert helps women realize and use their cultural assets to compete for top-level positions. "Your cultural background shapes you and the way you lead," she says. "Offer no excuses for your identity."

Rivera-Albert urges women to exercise these culturally distinctive leadership assets:

* Consulting with others is an effective team-building strategy that boosts workers' confidence and taps into every available resource.

* Maintaining a strong work ethic reveals your character and builds trust among those you are leading.

Leadership happens on every level, from setting personal goals and objectives, to leading groups of people in the workplace. If your goal is to move forward, whether to become a small-group leader or a CEO, you can "develop a mission statement that defines personal objectives and outlines what you hope to accomplish in your work and what you expect from others."

Break Through the Cultural Ceiling: Assert Your Voice

While your culture is an asset, there will be instances when you might need to break away from cultural tendencies. Rivera-Albert affirms, "Your culture has taught you to be pleasant, noble and kind, and never to question authority." But if your goal is to move forward, whether to become a small group leader or a CEO, asserting yourself may be required. "You have to be able to argue, negotiate or raise your voice if you need to," she explains. Leaders must be good communicators and need to establish an authoritative voice.

As the president of a nationally renowned program, Rivera-Albert has taken deliberate risks and attributes her success to three things: persistence, performance and y mucho corazon, or a lot of heart. "You need to persist, because there will be many closed doors, but if you persist, you will triumph," she says. "And put your heart into everything you do. If you're doing something that you're just not into, you need to move on; you're in the wrong place." ■



Strategies to Decrease Stress Eating

Welcome to stress. As we approach the Holiday Season, food is everywhere. And so are the reasons to eat! National tragedies...the war on terrorism...an economic downturn... the day-to-day stress of our jobs and families...most of us face considerable stress and learning to deal with it is a vital skill.

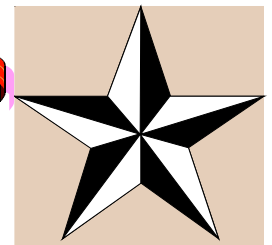
Do you know the health risks of being overweight?

Unfortunately, for many people, an automatic response to stress is food. Feeling tense? Reach for a cookie.

Cookies, and most foods, actually can alter your mood. They set off emotional and chemical reactions in your body that can temporarily make you feel calm or powerful. When your stress meter goes up, food can have a calming affect, but only for a short time. It also brings many problems, starting with excessive weight gain. Stress eating is often followed by painful self-judgment that can actually drive you to reach for more food. You feel guilty, mad at yourself and believe something's wrong with you.

However, there are ways to break that cycle and stop eating to feed emotional hunger.

1. Challenge old beliefs, especially the idea that willpower alone can solve weight problems.
2. Forget common diet advice of avoiding favorite foods. A little chocolate may help fight stress, since it helps release endorphin neurotransmitters, nature's morphine. Excessive stress depletes neurotransmitters that help regulate emotions. However, using food to alter your moods won't make the reason for your stress disappear.
3. It can boost the action of those feel-good neurotransmitters. Anything from a walk around the block to a gym workout will help lessen the effects of stress, while helping your body be and feel healthier. Exercise is essential to any weight loss program. You don't need an expansive exercise program - just start moving.
4. Don't deprive yourself of food, which often leads to binge eating. Instead, eat what you want and toss out guilt. Develop your own food strategy by making choices. You'll be more likely to reduce the quantity and not go overboard. Want a favorite dessert? Balance that choice with a healthier entree.
5. Do a stress inventory when you find yourself eating more, or not eating at all. Symptoms of excessive stress include: aching back or shoulders, procrastination, clenched hands, impatience, rapid heart beat, shortness of breath, trouble sleeping or sleeping too much, depression and anxiety. By tuning in to your physical and behavioral reactions, it's easier to face stress-causing problems head-on.
6. If you do much stress eating, ask your physician about stress reactive hypoglycemia. This condition can set off physical and emotional reactions, including tiredness, anxiousness and extreme hunger.
7. Learn what purpose food is serving. Stress eating is usually a response to emotional hunger. Keep a chart for two weeks to monitor your food and feelings connection. Divide it into columns noting when, where and what you eat; what precipitates eating; and your feelings during and after eating.
8. Analyze your chart for precipitating events that lead to eating. Your stress eating may be triggered when a conversation unleashes intense feelings, like being lonely, not good enough, trapped, helpless, or not in control, sometimes hours before that first bite. Trigger-situations need not be intense or with someone important. They may be over-reactions to the situation. Understanding what prompts your eating can be a key to freedom from food and weight problems.
9. Learn your core feelings - feelings connected to past trauma and loss, which may be reactivated by a current event, prompting you to reach for food as an escape. Such feelings can come from many sources - past abuse, a childhood in an unstable home, serious illness, being bullied and much more. Understanding your core feelings and their sources can help you to take action to disconnect in a healthy way, instead of using food. Professional counseling may be of benefit.
10. Find new ways to satisfy the feelings causing you to overeat. If you discover you eat because you feel trapped, explore what it will take for you to feel freedom. You may need to learn assertiveness skills, or leave an abusive relationship. Some people eat to hide anger, some to dull fear, some to mask their powerlessness. Why do you eat? What can you do to change that?
11. Overcoming stress-related eating isn't always easy, but it is possible. Many professional counselors specialize in offering help in these areas. The bottom line is that the more you know and care for yourself, the less likely you'll be reaching for food. ■



Martha Washington is the only woman whose portrait has appeared on a U.S. currency note. It appeared on the face of the \$1 Silver Certificate of 1886 and 1891, and the back of the \$1 Silver Certificate of 1896.

Leadership Link Newsletter is a monthly publication of Leadership Link, a County/City governmental chapter of the National Management Association. Send your questions or comments to Diane Mullins, editor, at 440 S. 8th St., Ste. 100, Lincoln NE 68508-2294 or call, 441-7717, or email at: dmullins@ct.lincoln.ne.us

**Phone your
HOT tips in
today!**

Leadership Link seeks your ideas for future programs and speakers, call 441-3846 with your HOT tip.

Leadership Link Chapter #517 P.O. Box 85224 Lincoln NE 68501-5224 www.nma1.org

N. M. A.

CODE OF ETHICS

- *I will recognize that all individuals inherently desire to practice their occupations to the best of their ability*
- *I will assume that all individuals want to do their best.*
- *I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.*
- *I will be guided in all my activities by truth, accuracy, fair dealing and good taste.*
- *I will keep informed on the latest developments in techniques, equipment, and processes.*
- *I will recommend or initiate methods to increase productivity and efficiency.*
- *I will support efforts to strengthen the management professional through training and education.*
- *I will help my associates reach personal and professional fulfillment.*
- *I will earn and carefully guard my reputation for good moral character and good citizenship.*
- *I will promote the principles of our American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.*

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Leadership Link News

Community Service Projects

By Donna Barrett, Community Service Chair

Tis the Season ... for getting into the spirit.

Our Santa Cop project is underway and is bringing in gifts and donations. There is still plenty of time to make a child or teenager happy this Christmas. See the October Leadership Link Newsletter for more details or contact Donna at 441-6157 or by email dbarrett@ci.lincoln.ne.us. Please take your gift to one of the Toy Box locations below by December 3:

Aging Services - 1001 AO@ Street, Lincoln Building (Donna Barrett)

Aging Services/LIFE Office - 1005 AO@ Street, (Colleen Andrews)

City/County Personnel - C/C Building, Room 201 (Karen Eurich)

Information Services, 233 S. 10th Street (Cindy Lukan)

Lincoln Water System, 2021 N. 27th Street (Steve Owen)

Thanks to all for helping with this project!

Trees of Love Kickoff - December 5th

The 17th Annual Trees of Love campaign event is December 5 at 10:00 a.m. in the Lobby of the downtown Wells Fargo. This is the 17th year that Aging Services, Wells Fargo and KFRX have teamed together ensuring that older people will be remembered and receive a gift they wish for during the holidays. This project began in 1987 when Aging Services Retired & Senior Volunteer Program and the Bank decided to work with Lancaster Manor providing gifts for their 275 residents. Over the years, more facilities have asked to be involved and in 2003, the program includes eight facilities and 1,080 residents. Each nursing home provides the first name and gift wish of their residents and Aging Services places these wishes on ornaments which are hung on trees in all the Wells Fargo Bank facilities. With the help of KFRX, people in the community are asked to come to Wells Fargo, remove an ornament, write their own name on the thank you ornament which remains on the trees, purchase and wrap the suggested gift and return it to any Wells Fargo Branch.

Mayor Colleen J. Seng will take the first ornament off the tree to kickoff this campaign. ■

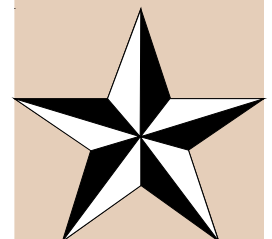


N. M. A.

STATEMENT OF PRINCIPLES

NMA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify NMA's core beliefs and provide the basis for the Association's Mission Statement.

- *We believe in the highest standards of personal and organizational integrity and respect for the individual.*
- *We believe in lifelong learning, continuous improvement, and the development of a workforce capable of sustaining a competitive posture in the global economy.*
- *We believe management is a creative, dynamic, and essential process enabling people to achieve personal and organizational objectives.*
- *We believe that managerial responsibility is shared among all individuals at all levels of the organization and that leadership is critical to management success.*
- *We believe that individuals and organizations have a community and civic responsibility.*



Santa Cop/Lincoln Action Program Community Service Pledge Form

Make the *Holiday Season* a happy season for an underprivileged child.

Yes, count me in this Holiday Season! I will donate:

☐ Toy(s) ☐ Cash ☐ Gift Certificate(s)

Value of donation: _____

Name: _____

Department: _____

Phone: _____

Return this pledge form to Donna Barrett, Aging Services, 1001 "O" St., Ste. 101. Your contribution is tax deductible when received by Leadership Link and the Lincoln Action Program. All donations due by December 3, 2003.